

DMAS – Virginia Medicaid
Non-Emergency Medical Transportation (NEMT) Toll Free Telephone Numbers
Fee-for-Service (FFS)
Commonwealth Coordinated Care Plus (CCC Plus)
Medallion 3.0 & 4.0 Managed Care Organizations (MCO)

Medallion 3.0 MCO Members transitioning to Medallion 4.0 MCO

Beginning August 1, 2018, DMAS will begin transitioning Medallion 3.0 members to Medallion 4.0 Managed Care Organizations. The transition will be completed by the Regional schedule listed below. A Region map showing each region can be found on page 4.

Region 1	Tidewater	Aug 1, 2018
Region 2	Central	Sep 1, 2018
Region 6	Northern Virginia/Winchester	Oct 1, 2018
Region 3	Western/Charlottesville	Nov 1, 2018
Region 4	Roanoke/Alleghany	Dec 1, 2018
Region 5	Southwest	Dec 1, 2018

Members enrolled in Fee For Service (FFS) and Commonwealth Coordinated Care Plus (CCC Plus) programs will not be affected.

CCC Plus Members receiving services through one of the Developmental Disabilities (DD) waivers

will be enrolled in CCC Plus for their non-waiver services only. The CCC Plus health plan will cover transportation to their non-waiver services, including medical, behavioral health, pharmacy, and addiction and recovery treatment services. The DMAS FFS transportation vendor will cover transportation to and from the member's DD (CL, BI, FIS) waiver services. The Member should contact their health plan's transportation vendor for transportation to/from non-waiver services and the DMAS transportation vendor for transportation to/from DD waiver services. The Member can also contact their Care Coordinator if they have questions or need assistance.

Members who have questions concerning CCC Plus may call their CCC Plus health plan. Members may also call the CCC Plus Help Line at 1-844-374-9159 (TTY: 1-800-817-6608) or visit the website at <https://www.cccplusva.com/>. Providers with questions may call the DMAS Provider HelpLine at: 1-804-786-6273 in the Richmond area and out-of-state long distance and 1-800-552-8627 for all other areas (in-state, toll-free long distance). Additional information on CCC Plus, including information on populations excluded from CCC Plus and services carved-out of CCC Plus can be found at: http://www.dmas.virginia.gov/Content_pgs/mltss-home.aspx.

DMAS – Toll Free Telephone Numbers for all Non-Emergency Medical Transportation (NEMT) Services

Region 1 Tidewater

Region 4 Roanoke/Alleghany

Region 2 Central

Region 5 Southwest

Region 3 Western/Charlottesville

Region 6 Northern /Winchester

Reservation Numbers: (make your transportation arrangements, check to see if you're eligible)

FFS	Reservation Numbers	Details
Fee For Service (FFS) <i>Includes DD Waiver Services for CCC Plus enrolled individuals</i>	(866) 386-8331	All ages and all levels of service
CCC Plus	Reservation Numbers	Details
Aetna Better Health of Virginia	(800) 734-0430 Option 1	All ages and all levels of service
Anthem HealthKeepers	(855) 325-7581	All ages and all levels of service
Magellan Complete Care of Virginia	(877) 790-9472	All ages and all levels of service
Optima Health	(855) 325-7558	All ages and all levels of service
United Healthcare Regions 2,4,5	(844) 604-2078	All ages and all levels of service
United Healthcare Regions 1,3,6	(888) 258-0521	All ages and all levels of service
Virginia Premier	(877) 719-7358	All ages and all levels of service
Medallion 3.0	Reservation Numbers	Details
Anthem HealthKeepers Plus	(877) 892-3988	All ages and all levels of service
CoventryCares of Virginia	(800) 734-0430	All ages ambulatory and wheelchair
	(800) 235-2206 Option 2 then Option 2	All ages needing stretcher and non-emergency ambulance
INTotal Health	(800) 894-8139	All ages ambulatory, wheelchair, stretcher and non-emergency ambulance.
Kaiser Permanente	(866) 823-8349	All ages and all levels of service
Optima Family Care	(877) 892-3986	All ages ambulatory and wheelchair
	(800) 881-2166	All ages needing stretcher and non-emergency ambulance services
Virginia Premier	(800) 727-7536 Option 2 then Option 1	All ages and all levels of service
Medallion 4.0	Reservation Numbers	Details
Aetna Better Health of Virginia	(800) 734-0430	All ages and all levels of service
Anthem HealthKeepers	(877) 892-3988	All ages and all levels of service
Magellan Complete Care of Virginia	(800) 424-4518	All ages and all levels of service
Optima Health	(877) 892-3986	All ages and all levels of service
United Healthcare	(833) 215-3884	All ages and all levels of service
Virginia Premier	(800) 727-7536	All ages and all levels of service

Ride Assist Number: (Running late, where is my ride, what time is my pick-up, I have a complaint, etc.)

Fee For Service (FFS)	Ride Assist-Where's My Ride-Customer Service
FFS	(866) 246-9979
CCC Plus	Ride Assist-Where's My Ride-Customer Service
Aetna Better Health of Virginia CCC Plus	(800) 734-0430 Option 2
Anthem HealthKeepers CCC Plus	(855) 325-7581 Option 1
Magellan Complete Care of Virginia - CCC Plus	(877) 790-9472 (TTY- (866) 288-3133
Optima Health - CCC Plus	(855) 325-7558 Option 1
United Healthcare - CCC Plus	(844) 604-2078
Virginia Premier CCC Plus	(877) 719 7358 (Option 1 then Option 2 then Option 3)
Medallion 3.0	Ride Assist-Where's My Ride-Customer Service
Anthem HealthKeepers - Medallion 3.0	(877) 892-3988 Option 2
CoventryCares - Medallion 3.0	(800) 734-0430 Option 2
INTotal Health - Medallion 3.0	(800) 894-8396
Kaiser Permanente – Medallion 3.0	(866) 823-8350
Optima Family Care - Medallion 3.0	(877) 892-3986 Option 1
Virginia Premier - Medallion 3.0	(800) 727-7536 Option 2 then Option 3
Medallion 4.0	Ride Assist-Where's My Ride-Customer Service
Aetna Better Health of Virginia - Medallion 4.0	(800) 734-0430
Anthem HealthKeepers Medallion 4.0	(877) 892-3988
Magellan Complete Care of VA – Medallion 4.0	(800) 424-4518
Optima Health – Medallion 4.0	(877) 892-3986 Option 1
United Healthcare - Medallion 4.0	(833) 215-3885
Virginia Premier Medallion 4.0	(877) 727-7536

Call your appropriate Reservation Line to ask about gas reimbursement or bus tickets to your Medicaid Paid services. FFS Rider Handbook, Frequently Asked Questions (FAQs), and on-line reservations:

<http://transportation.dmas.virginia.gov>

CCC Plus Care Coordinator

If you or the member have questions or concerns, please use the following Care Coordination Phone line to get in touch with a Member's Care Coordinator.

CCC Plus Care Coordination					
Aetna	Anthem	Magellan	Optima	United HealthCare	VA Premier
1-855-652-8249 press #1 and ask for Care Coordinator	1-855-323-4687 Press #4	866-622-7982	757-552-8398 OR Toll Free 866-546-7924	877-843-4366	1-877-719-7358 Select prompts: 3 - 3 - 4 – 1

If you have questions or concerns about CCC Plus for the Department of Medical Assistance Services, please email the CCC Plus inbox, ccplus@dmas.virginia.gov for assistance.

CCC PLUS and Fee For Service Transportation Regions by Locality and FIPS Code					
TIDEWATER REGION NUMBER 1					
001	ACCOMACK	095	JAMES CITY CO.	740	PORTSMOUTH
550	CHESAPEAKE	700	NEWPORT NEWS	800	SUFFOLK
073	GLOUCESTER	710	NORFOLK	810	VIRGINIA BEACH
650	HAMPTON	131	NORTHAMPTON	830	WILLIAMSBURG
093	ISLE OF WIGHT	735	POQUOSON	199	YORK
CENTRAL REGION NUMBER 2					
007	AMELIA	085	HANOVER	730	PETERSBURG
025	BRUNSWICK	087	HENRICO	145	POWHATAN
033	CAROLINE	670	HOPEWELL	147	PRINCE EDWARD
036	CHARLES CITY	097	KING AND QUEEN	149	PRINCE GEORGE
041	CHESTERFIELD	099	KING GEORGE	760	RICHMOND CITY
570	COLONIAL HEIGHTS	101	KING WILLIAM	159	RICHMOND CO.
049	CUMBERLAND	103	LANCASTER	175	SOUTHAMPTON
053	DINWIDDIE	111	LUNENBURG	177	SPOTSYLVANIA
595	EMPORIA	115	MATHEWS	179	STAFFORD
057	ESSEX	117	MECKLENBURG	181	SURRY
620	FRANKLIN CITY	119	MIDDLESEX	183	SUSSEX
630	FREDERICKSBURG	127	NEW KENT	193	WESTMORELAND
075	GOOCHLAND	133	NORTHUMBERLAND		
081	GREENSVILLE	135	NOTTOWAY		
CHARLOTTESVILLE WESTERN REGION Number 3					
003	ALBEMARLE	590	DANVILLE	125	NELSON
009	AMHERST	065	FLUVANNA	137	ORANGE
011	APPOMATTOX	079	GREENE	143	PITTSYLVANIA
015	AUGUSTA	083	HALIFAX	165	ROCKINGHAM
029	BUCKINGHAM	660	HARRISONBURG	790	STAUNTON
031	CAMPBELL	109	LOUISA	820	WAYNESBORO
037	CHARLOTTE	680	LYNCHBURG		
540	CHARLOTTESVILLE	113	MADISON		
ROANOKE/ALLEGHANY REGION NUMBER 4					
005	ALLEGHANY	067	FRANKLIN CO.	155	PULASKI
017	BATH	071	GILES	750	RADFORD
019	BEDFORD CO.	089	HENRY	770	ROANOKE CITY
023	BOTETOURT	091	HIGHLAND	161	ROANOKE CO.
530	BUENAVISTA	678	LEXINGTON	163	ROCKBRIDGE
580	COVINGTON	690	MARTINSVILLE	775	SALEM
045	CRAIG	121	MONTGOMERY	197	WYTHE
063	FLOYD	141	PATRICK		
SOUTHWEST REGION NUMBER 5					
021	BLAND	640	GALAX	169	SCOTT
520	BRISTOL	077	GRAYSON	173	SMYTH
027	BUCHANAN	105	LEE	185	TAZEWELL
035	CARROLL	720	NORTON	191	WASHINGTON
051	DICKENSON	167	RUSSELL	195	WISE
NORTHERN & WINCHESTER REGION NUMBER 6					
510	ALEXANDRIA	610	FALLS CHURCH	139	PAGE
013	ARLINGTON	061	FAUQUIER	153	PRINCE WILLIAM
043	CLARKE	069	FREDERICK	157	RAPPAHANNOCK
047	CULPEPER	107	LOUDOUN	171	SHENANDOAH
600	FAIRFAX CITY	683	MANASSAS CITY	187	WARREN
059	FAIRFAX CO.	685	MANASSAS PARK	840	WINCHESTER

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Reservation Numbers: (make your transportation arrangements or check to see if you are eligible for transportation)

Note: CL, BI, & FIS waived members call FFS for waived services transportation and your CCCPlus plan for acute care transportation services.

FFS / MCO /CCC Plus	Reservation Numbers	Details
Fee For Service (FFS) Including all CL, BI, & FIS Waived Services	(866) 386-8331	All ages and all levels of service
Aetna Better Health of VA - CCC Plus	(800) 734-0430 Option 1	All ages and all levels of service
Aetna Better Health of Virginia Medallion 4.0	(800) 734-0430	All ages and all levels of service
Anthem HealthKeepers CCC Plus	(855) 325-7581	All ages and all levels of service
Anthem HealthKeepers Plus and Medallion 4.0	(877) 892-3988	All ages and all levels of service
CoventryCares of Virginia (previously Southern Health Services / CareNet)	(800) 734-0430 Option 2, Option 2	All ages ambulatory and wheelchair
CoventryCares of Virginia (previously Southern Health Services / CareNet)	(800) 235-2206 Option 2 then Option 2	All ages needing stretcher and non-emergency ambulance
INTotal Health (previously Amerigroup VA)	(800) 894-8139 or (800) 894-8394	All ages ambulatory, wheelchair, stretcher and non-emergency ambulance.
Kaiser Permanente Medallion 3.0	(866) 823-8350 or (866) 823-8349	All ages and all levels of service
Magellan Complete Care of Virginia	(877) 790-9472	All ages and all levels of service
Magellan Medallion 4.0	(800) 424-4518	All ages and all levels of service
Optima Family Care and Medallion 4.0	(877) 892-3986	All ages ambulatory and wheelchair
Optima Health CCC Plus	(855) 325-7558	All ages and all levels of service
United Healthcare CCC Plus	(844) 604-2078	All ages and all levels of service
United Healthcare Medallion 4.0	(833) 215-3884	All ages and all levels of service
Virginia Premier Medallion 3.0 and 4.0	(800) 727-7536 Option 2, Option 1	All ages and all levels of service
Virginia Premier CCC Plus	(877) 719-7358	All ages and all levels of service

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FFS – All Regions	(866) 246-9979
Aetna CCC Plus and Medallion 4.0	(800) 734-0430 Option 2
Anthem HealthKeepers CCC Plus	(855) 325-7581 Option 1
Anthem HealthKeepers Medallion 3.0 and 4.0	(877) 892-3988 Option 2
CoventryCares	(800) 734-0430 Option 2
INTotal Health	(800) 894-8396
Kaiser	(866) 823-8350
Magellan Complete Care of Virginia	(877) 790-9472 (TTY- (866) 288-3133)
Magellan Medallion 4.0	(800) 424-4518
Optima Family Care 3.0 and 4.0	(877) 892-3986 Option 1
Optima Health - CCC Plus	(855)-325-7558 Option 1
United Healthcare CCC Plus	(844) 525-1491 (TTY – (844) 525-1491)
United Healthcare Medallion 4.0	(833)215-3885
Virginia Premier Medallion 3.0 and 4.0	(800) 727-7536 Option 2 then Option 3
Virginia Premier CCC Plus	(877) 719 7358 (Option 1 then Option 2 then Option 3)

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